UNHCR
United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 28/10/2015

REQUEST FOR PROPOSAL: No. RFP/2015/001

FOR THE ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF

A DIGITAL SOLUTION TO ALLOW A TWO-WAY COMMUNICATION SYSTEM BETWEEN UNHCR AND ITS PERSONS OF CONCERN (PoC)

CLOSING DATE AND TIME: 11/11/2015 – 11:59 am

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 34 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see http://www.unhcr.org.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), Costa Rica, invites qualified service providers to make a firm offer for the establishment of a Frame Agreement for the provision of a digital solution (i.e. software or application) to allow a two-way communication system between UNHCR and its Persons of Concern (PoC) (referred hereafter as **product**)

IMPORTANT:
Terms of Reference (TORs) are detailed in Annex A of this document.

UNHCR may award Frame Agreement with initial duration of **1 (one) year**, potentially extendable for a further period of 1 (one) year. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement.

IMPORTANT:
When a Frame Agreement is awarded, either party can terminate the agreement only upon 90 days (3 months) notice, in writing to the other party. The initiation of conciliation or arbitral proceedings in accordance with **article 18** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (Annex D).

Note: this document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:

RFP DOCUMENTS

The following annexes form integral part of this Invitation to Bid:

Annex A: Terms of Reference (TORs)
Annex B: Vendor Registration Form
Annex C: UNHCR General Conditions of Contracts for the Provision of Services – *2010*

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to arguijo@unhcr.org as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid

IMPORTANT:
Failure to send the above requested information may result in disqualification of your offer from further evaluation.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification or any question in respect of this RFP by e-mail to Mrs. Kathya Arguijo, Secretary/Administration at arguijo@unhcr.org. **The deadline for receipt of questions is 11:59 am on 09/11/2015.** Bidders are requested to keep all questions concise.

IMPORTANT:
Please note that Bid Submissions are **not** to be sent to the e-mail address above.

UNHCR will compile the questions received and plans to respond to questions shortly after the query closing date. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

2.4 YOUR OFFER

Your offer shall be prepared in Spanish **or** English.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may be not taken into consideration.

IMPORTANT:
Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in

disqualification of the offer. Please send your bid directly to the address provided in the "Submission of Bid" section 2.6) of this RFP.

Your offer shall comprise the following two sets of documents:

- **Technical offer**
- **Financial offer**

2.4.1 Content of the TECHNICAL OFFER

IMPORTANT:
NO pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The Terms of Reference (TORs) of the services requested by UNHCR can be found in **Annex A.** Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

- **Description of the company and the company's qualifications**
  A description of your company with the following documents: company profile, registration certificate and last audit reports:

Year founded;
If multi location company, specify headquarters location;
Number of similar and successfully completed projects;
Number of similar projects currently underway;
Total number of clients;

Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

- **Understanding of the requirements for services, proposed approach, solutions, methodology and outputs**
  Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR:

A description of your organization's capacity to provide the service
A description of your organization's experience in these services

- Further reference is made in Section 2.5.2.

- **Vendor Registration Form:** If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex B**).

- **UNHCR General Conditions for Provision of Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex C.**

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial Offer** must contain an overall offer in a single currency, either in US Dollars. The offer should **clearly state if the product is being sold or leased**. In case of submitting an offer with both possibilities, sale and leasing, clearly state which offer represents the sale and which offer represents the leasing of the product (both offers can be included in the same document).

The financial offer must cover all the services to be provided (price "all inclusive").

Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regards, **price has to be given without VAT (IVA in Costa Rica)**.

You are requested to hold your offer valid for 60 days from the deadline for submission. UNHCR will make its best effort to select a company within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, is not reimbursable nor can it be included as a direct cost of the assignment.

2.5 BID EVALUATION:

2.5.1 Supplier Registration:

The qualified supplier will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

Financial standing;
Core business;
Track record;
Contract capacity.

Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **70%** from the total score

Criteria	Value
1 Company Qualifications	30
2 Proposed Services	50
3 Personnel Qualifications	20
Total:	**100**

Remark: The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers.

The **Financial offer** will use the following percentage distribution: **30%** from the total score.

The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price; e.g., [total Price Component] x [US$ lowest] \ [US$ other] = points for other supplier's Price Component.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

2.6 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by e-mail **OR** delivery of physical documents. If sent by e-mail all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.).
The Technical and Financial offers shall be clearly separated.

Bid must be sent by e-mail ONLY to: cossa@unhcr.org
OR
Bid must be physically delivered ONLY to: ACNUR, De la Casa de Oscar Arias 100 Oeste y 100 Sur. Rohrmoser, San Jose, Costa Rica.

IMPORTANT:
The technical offer and financial offer are to be sent in **separate documents**. Failure to do so may result in disqualification.

Deadline: 11/11/2015 11:59 am

IMPORTANT:
Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

It is your responsibility to verify that all e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of **5 Mb** so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in **e-mail subject field**:
Bid RFP/2015/001
Name of your firm with the title of the attachment
Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

2.7 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in the currency of the winning offer. Payment will be made in accordance to the General Conditions for the Purchase of Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts (**Annex C**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

Signature
Name: Carlos Maldonado Castillo, Title: Representative
Costa Rica
UNHCR Office

ANNEX A: Terms of Reference (ToRs)

REQUEST FOR PROPOSAL: DIGITAL SOLUTION TO ALLOW A TWO-WAY COMMUNICATION SYSTEM BETWEEN UNHCR AND ITS PERSONS OF CONCERN (PoC)

1. Introduction

1.1 Background

Local Integration has been identified as the most viable and appropriate Durable Solution for Persons of Concern (PoC) in Costa Rica. The Outreach Initiative composes one of the four pillars of the Comprehensive Solutions Strategy (CSS) 2014-2016 in Costa Rica, the other three being Advocacy, Legal Integration and Socio-economic Integration. Being a key component of the CSS, in which actions are geared towards UNHCR's responsible disengagement and the designing of integrated and complimentary solutions for PoC, the Outreach efforts have a special focus on easing the protracted Colombian refugee caseload naturalization process. In this framework, the Outreach Initiative seeks to identify and understand the current situation that PoC face in the country with the goal to design and implement projects that appropriately respond to their needs, paving the way to inclusive and sustainable Durable Solutions.

Due to the context in Costa Rica, where most PoC reside in dispersed urban areas, contact between the Office and PoC has increasingly become a challenge. **As PoC rarely report change of physical address or telephone number, getting in touch with them only becomes possible when they approach the Office or its Implementing Partners (IPs), making it a challenge to maintain clear communication channels with PoC, therefore ensuring access and enjoyment of rights and solution programs that the Office is implementing in coordination with National authorities and partners**. It is in this line that the Office seeks to place informational stands in strategic points in the metropolitan area and throughout the country (mainly border areas) where PoC can both:

- **Access information** through help.unhcr.org;
- **Register/update their contact information** without the need of having UNHCR staff present.

These information stands will be tablets in which the proposed product (software or application) will be installed. This product **must** include the content from help.unhcr.org and be able to collect the contact information from the users **(the complete list of requirements can be found in Section 2 below)**.

1.2 Objectives and Purpose

1.2.1 Objectives

- Inform PoC about the different projects UNHCR and its IPs offer to ease their legal and socio-economic integration and put an end to their need of international protection;
- Identify PoC who have not been in touch with the Office or its IPs for several years in order to facilitate their access to services and enjoyment of rights/solutions in the country of asylum – ultimately leading to the identification of the most appropriate Durable Solution for them;
- Identify families in bordering areas that may be entitled and require international protection but are unaware of their rights, and
- Confirm/verify the number of PoC in Costa Rica in order to design more accurate and responsive projects to ease Local Integration, with the ultimate goal of facilitating UNHCR's responsible disengagement.

1.2.2 Purpose

- Through help.unhcr.org, PoC will be able to access key information regarding the host community, access to public services as well as projects and initiatives the Office has set up to ease and guide PoC towards a sustainable Durable Solution;
- Through this information, PoC will learn about access and enjoyment of rights and duties in Costa Rica, allowing them to fully benefit from all services they are entitled to;

- Having this information and knowledge, PoC will be empowered and become resilient;
- PoC will be able to reach self-reliance, putting an end to their need of humanitarian assistance and ultimately to their forced displacement.

2. **Requirements**

The final product **MUST be delivered the latest by December 9, 2015.**
The final product **should be property of UNHCR**, however leasing may also be considered depending on the features and complexity of the product.
The final product (software or application) should be able to perform the following tasks:

- **Be Windows 8 compatible**
- **Be able to collect data from the user and store it in an Excel workbook SECURELY***
- **The user should NOT be able to exit the Application from the device***
- **The devices should be able to work offline: If for some reason the devise loses internet the system must continue to run without losing information***
- **Ability to save information offline and then automatically update with the server once it has internet connection***
- **Only designated users will have access to edit the content of the product and receive data (contact information) from the users***
- **Be able to integrate the following types of content Video, Image, PDF, Flash, Surveys and Graphs***
- **Be able to get statistical reports of active devices and their usage***
- **Be able to display different content on each device in which the product is installed (Device A should be able to display different content than Device B)***
- Allow to set a group of content in playlists so they can be played in a specific order
- Allow a specific period of time for each content to be displayed on each device
- Be able to identify devices by name and place/location
- Be able to restart in "Active" mode after the device has been shut down (power shortage for example)

*** The following criteria must be met by the vendor in order for the Proposal to be considered.**

3. Content of the Technical Offer

The technical proposal should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

3.1 Company Qualifications

Description of the company and the company's qualifications

- A description of the company with evidence of the company's capacity to perform the services required.

Year founded;
If multi location company, specify headquarters location;
Number of similar and successfully completed projects;
Number of similar projects currently underway;
Total number of clients;

Any information that will facilitate our evaluation of your company's substantive reliability, financial and managerial capacity to provide the services.

- **Understanding of the requirements for services, proposed approach, solutions, methodology and outputs**

Any comments or suggestions on the TOR, as well as your detailed description of the manner in which your company would respond to the TOR:
A description of your organization's capacity to provide the service
A description of your organization's experience in these services

3.2 Proposed Services

- Ability to meet the Requirements in Section 2 (above)

3.3 Personnel Qualifications

- Customer service
- Technical support

3.4 Vendor Registration Form

If the company is not already registered with UNHCR, please complete, sign, and submit with your Technical Proposal the Vendor Registration Form (Annex B).

3.5 Applicable General Conditions

Please accept the UNHCR General Conditions of Contract for the Provision of Services by signing this document (**Annex C**) and including it in the submitted Technical Proposal.

4 Evaluation

4.1 Technical Evaluation

The **Technical Proposal** will be evaluated using the following criteria and percentage distribution: **70%** from the total score.

A. Company Qualifications

- **General capacity to perform the project including: Company registration/ certificate to operate in the country and acceptance of UNHCR General Terms and Conditions (AnnexC)***

- Relevant experience: Software development
  - Number of completed projects of software development by the company
  - Programming headcount (staff)
  - Staff with completed degrees and training in programming
  - Number of programming languages / platforms offered

- Relevant experience: Support Platform
  - Detailed explanation on support model
  - Maintenance
  - Revision releases
  - Bug fixes
  - SLA's

B. Proposed Services

- Understanding and responsiveness to UNHCR project requirements
- Design
- Quality and logic of work plan
- Proposed reporting mechanism
- Trial period once the product has been delivered

- Maintenance and technical support during the contract period
- Techinical and user manual

C. Personnel Qualifications

- Compatibility of staff structure and resource allocation to the project requirements
- Expertise of the suggested project team: qualifications and experience
- Project manager: experience managing similar projects
    - Include number of projectes the PM has managed in this field
- Available staff to respond to any inquiries when needed

*** This is a mandatory requirement. Companies do not meet this minimum requirement will be eliminated from further evaluation.**

5 Key Performance Indicators

5.1 Performance Evaluation

UNHCR expects to monitor the performance of the selected supplier.

- Extent of users' satisfaction
- Extent to which technical support is required
- Extent to which products are timely delivered